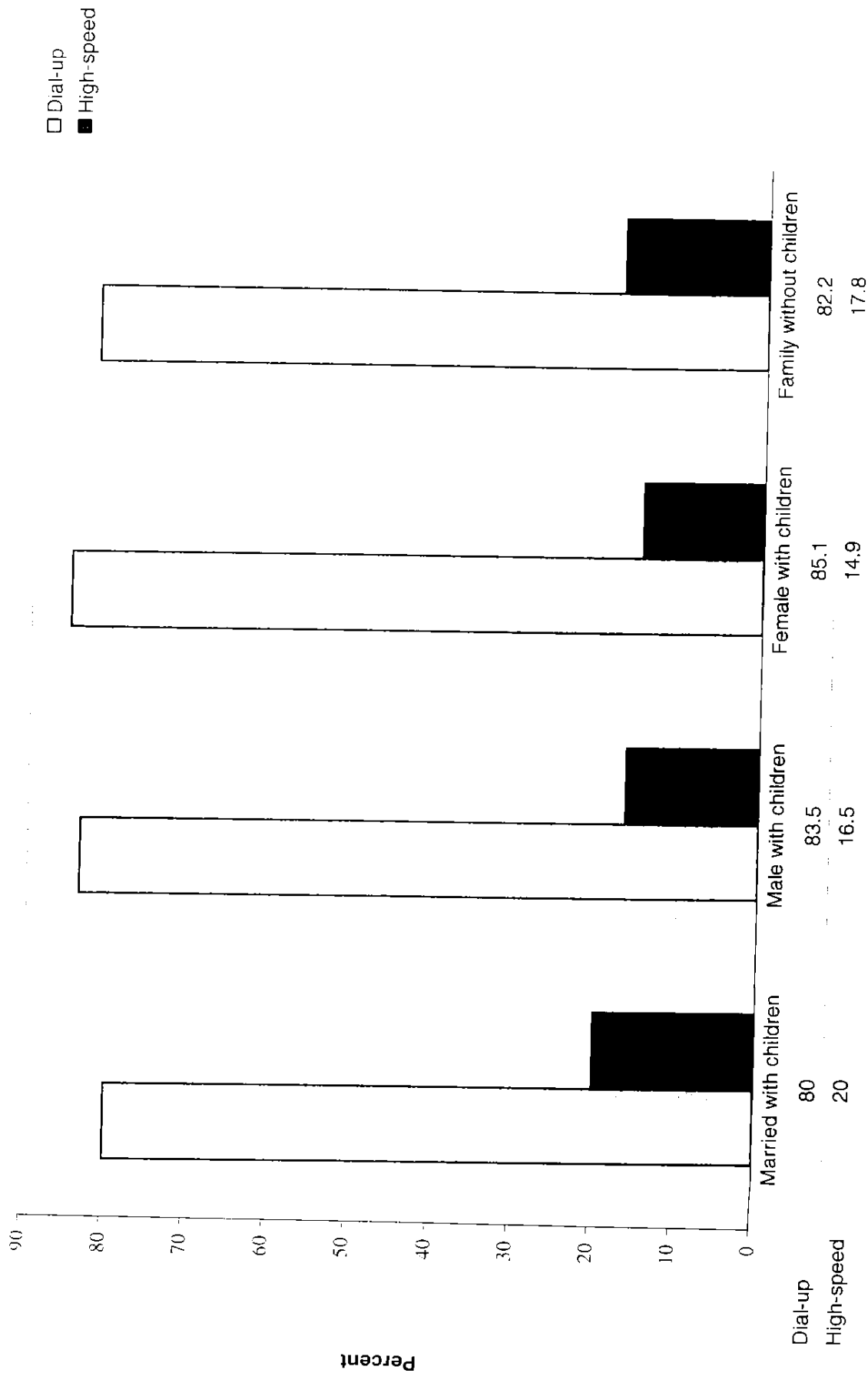


## **Schedule 2**

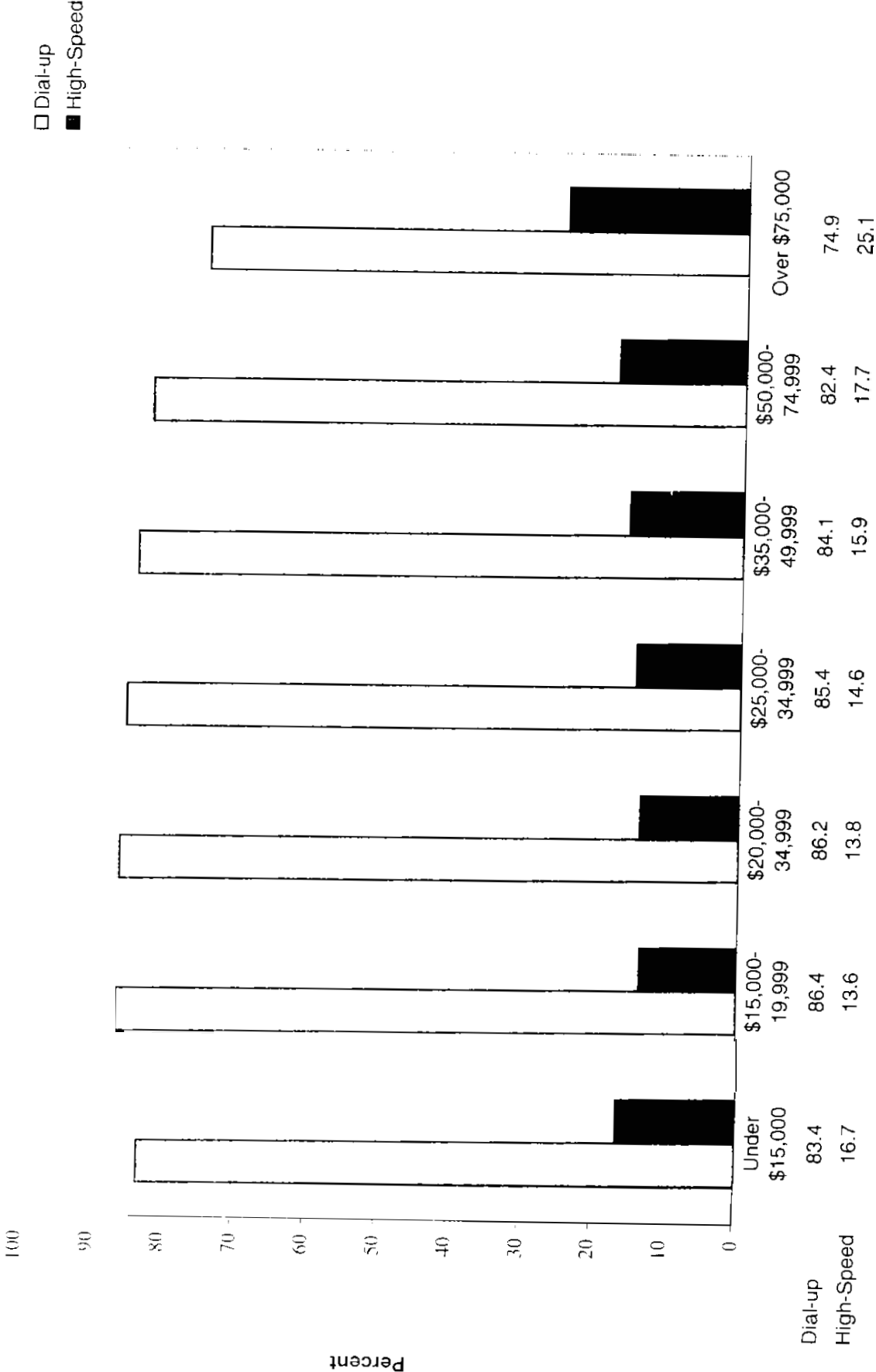
Percent of U.S. Households with Internet Access, by Access Speed  
By Type of Household, 2001



Source: NTIA and ESA, U.S. Department of Commerce, using U.S. Bureau of  
<http://www.ntia.doc.gov/ntiahome/dn/hhs/ChartH13.htm>

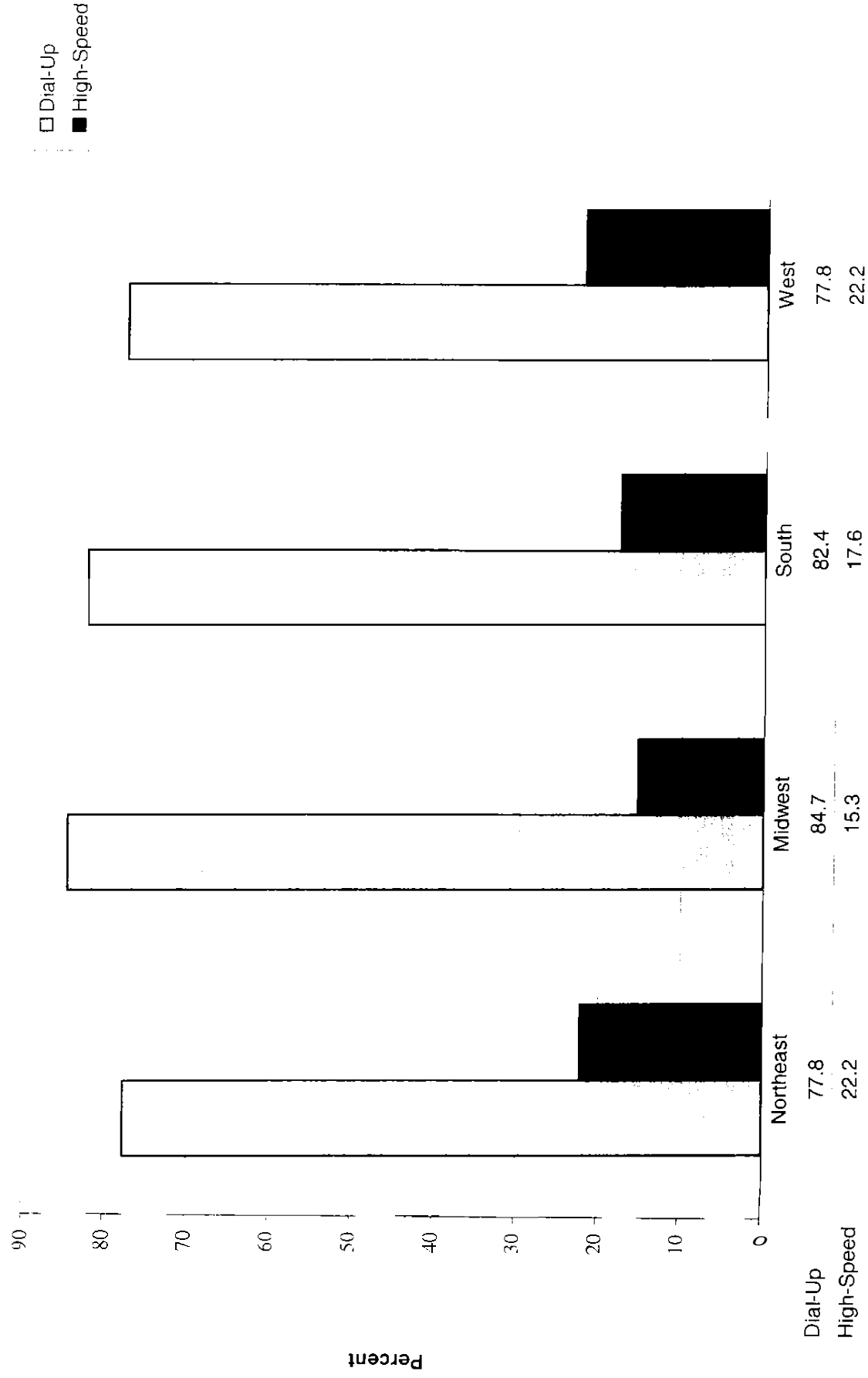
Population

Percent of U.S. Households with Internet Access, By Access Speed, By Income, 2001



Source: NTIA and ESA, U.S. Department of Commerce. <http://www.ntia.doc.gov/ntiahome/dn/hhs/ChartH12.htm>

Percent of U.S. Households with Internet Access, By Access Speed, By Region, 2007



Source: NTIA and ESA, U.S. Department of Commerce, using U.S. Bureau of the  
<http://www.ntia.doc.gov/ntiahome/dn/hhs/Chart11.htm>

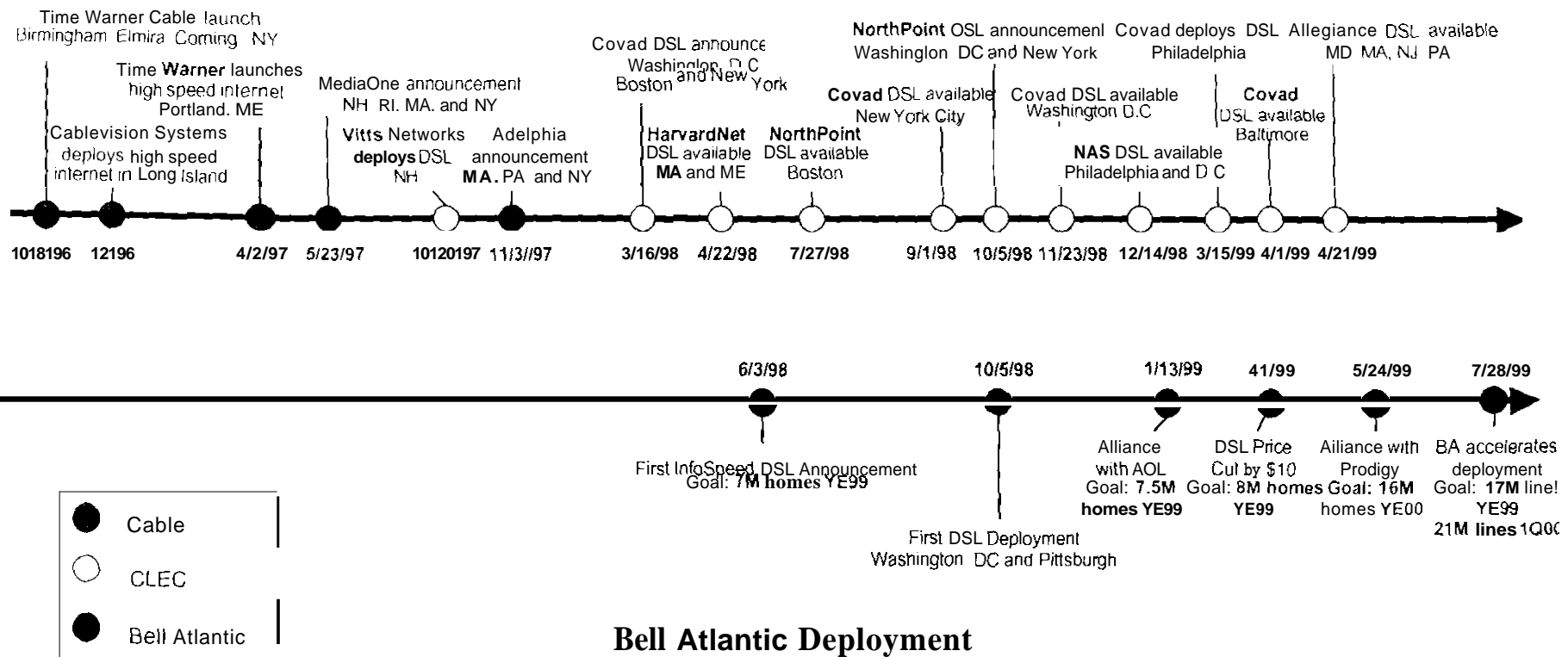
## Schedule 3

# Broadband Deployment in Bell Atlantic States

*In October 1992, Bell Atlantic first contemplated commercial DSL service.*

*In 1997, new competitors started deploying broadband in Bell Atlantic's territory.*

*In October 1998, Bell Atlantic launched "InfoSpeed" DSL.*



# **Bell Atlantic Broadband Deployment (cont.)**

## ***Bell Atlantic DSL Offerings At a Glance***

Bell Atlantic	Download Speeds	DSL Price (w/o ISP)	DSL Price (w/ ILEC ISP Service)
	640 kbps	\$39.95	\$49.95
	1.6 Mbps	\$59.95	\$99.95
	7.1 Mbps	\$109.95	\$189.95

### ***Deployment Goals are Increasing:***

6/3/98      7 M homes by YE 99  
 1/13/99    7.5 M homes by YE 99  
 3/31/99    8 M homes by YE 99  
 5/24/99    over 8 M homes by YE 99  
 5/26/99    10 M lines by YE 99  
 7/28/99    17M lines by YE99; 21M lines 1Q00

### ***Prices are Dropping:\****

6/3/98      \$69.95  
 10/5/98    \$59.95  
 4/1/99      \$49.95

\*Prices for 640 kbps w/ Bell Atlantic ISP service

### ***Quotes about Bell Atlantic DSL:***

- "The prospects of cable modems, and ultimately cable telephony, have clearly spurred Bell Atlantic into action. The company has accelerated its DSL rollout, [has] lower[ed] pricing, is signing wholesale agreement[s] (most notably with AOL...)" (J.P. Morgan, *Bell Atlantic: Meetings With Management Reinforce Positive Outlook*, April 8, 1999)
- "We're accelerating the momentum for DSL by making high-quality, high-speed access to the Internet more affordable for consumers..." (Bell Atlantic VP Myles Mendelsohn 3/31/99)

**Cable:**

**7/31/95** Service Electric and Blue Ridge Cable announces plans to deploy broadband services in Eastern PA

**9/1/96** Time Warner Cable announces plans to deploy broadband services in Birmingham, Corning, Elmira, Albany, Troy, and Saratoga, NY

**10/24/96** Bedford Cablevision announces plans to deploy broadband services in Bedford, VA

**5/23/97** MediaOne announces plans to deploy broadband services in New Hampshire, Maine, Rhode Island, Massachusetts, and New York

**7/16/97** Cable York announces plans to deploy broadband services in York, PA

**7/28/97** Helicon announces plans to deploy broadband services in Uniontown, PA and Barre, VT

**10/12/97** Cablevision announces plans to deploy broadband services in New York, Boston, and Virginia

**10/28/97** Cox announces plans to deploy broadband services in Newport News, VA

**11/13/97** Adelphia announces plans to deploy broadband services in Plymouth, Adams/N Adams, MA; Coudersport, Mount Lebanon, Lansdale, PA, and Greater Buffalo, NY

**12/3/97** Comcast announces plans to deploy broadband services in Philadelphia, PA

**12/8/97** Armstrong Cable Services announces plans to deploy broadband services in Connellsville, PA

**5/7/98** Century Communications announces plans to deploy broadband services in Norwich, NY

**6/30/98** Jones Interchange announces plans to deploy broadband services in Washington D.C., Alexandria, and Prince William County, VA

**CLEC:**

**10/27/97** Vitis Networks starts deploying DSL in New Hampshire

**3/16/98** Covad announces DSL deployment plans for Washington D.C., Boston, and New York

**4/22/98** HarvardNet deploys DSL in MA and ME

**7/27/98** NorthPoint launches DSL service in Boston

**9/1/98** Covad deploys DSL in NY city

**10/5/98** NorthPoint announces DSL deployment in Washington D.C. and New York

**11/23/98** Covad launches DSL in Washington D.C.

**12/14/98** NAS launches DSL in Philadelphia and Washington D.C.

**3/15/99** Covad deploys DSL in Philadelphia

**4/1/99** Covad launches DSL in Baltimore

**4/21/99** Allegiance deploys DSL in MD, MA, NJ, and PA



## **Schedule 4**

**Total High-speed Lines 1/  
(Over 200 kbps in at Least One Direction)**

Types of Technology	December 1999	Share of Total	June 2000	Share of Total	December 2000	Share of Total	June 2001	Share of Total	December 2001	Share of Total	Percent Change	
											Dec 2000 - June 2001	June 2001 - Dec 2001
ADSL	369,792	13.43%	951,583	21.79%	1,977,101	27.97%	2,693,834	28.01%	3,947,808	30.86%	36.25%	46.55%
Other Wireline	609,909	22.14%	758,594	17.37%	1,021,291	14.45%	1,088,066	11.31%	1,078,597	8.43%	6.54%	-0.87%
Coaxial Cable	1,411,977	51.26%	2,284,491	52.31%	3,582,874	50.68%	5,184,141	53.91%	7,059,598	55.18%	44.69%	36.18%
Fiber	312,204	11.34%	307,151	7.03%	376,203	5.32%	455,593	4.74%	494,199	3.86%	21.10%	8.47%
Satellite or Fixed Wireless	50,404	1.83%	65,615	1.50%	112,405	1.59%	194,707	2.02%	212,610	1.66%	73.22%	9.19%
Total Lines	2,754,286	100.00%	4,367,434	100.00%	7,069,874	100.00%	9,616,341	100.00%	12,792,812	100.00%	36.02%	33.03%

1. A high-speed line is a connection to an end-user customer that is faster than 200 kbps in at least one direction. Advanced services lines, which are a subset of high-speed lines, are connections to end-user customers that are faster than 200 kbps in both directions. The speed of the purchased service varies among end-user customers. For example, a high-speed service delivered to the end-user customer over other traditional wireline technology, such as DS1 or DS3 service, or over optical fiber to the end user's premises may be much faster than the ADSL or cable modem service purchased by a different, or by the same, end user. Numbers of lines reported here are not adjusted for the speed of the service delivered over the line or the number of end users able to utilize the lines.

**Total Residential and Small Business High-speed Lines 1/  
(Over 200 kbps in at Least One Direction)**

Types of Technology	December 1999	Share of Total	June 2000	Share of Total	December 2000	Share of Total	June 2001	Share of Total	December 2001	Share of Total	Percent Change	
											Dec 2000 - June 2001	June 2001 - Dec 2001
ADSL	291,757	16.28%	772,272	24.41%	1,594,879	30.85%	2,490,740	31.88%	3,615,989	32.86%	56.17%	45.18%
Other Wireline	46,856	2.61%	111,490	3.52%	176,520	3.41%	118,307	1.77%	139,660	1.27%	NM	0.98%
Coaxial Cable	1,402,394	78.25%	2,215,259	70.02%	3,294,546	63.72%	4,998,540	63.98%	7,050,709	61.07%	51.72%	41.06%
Fiber	1,023	0.06%	325	0.01%	1,994	0.04%	2,623	0.03%	4,139	0.04%	NM	NM
Satellite or Fixed Wireless	50,189	2.80%	64,320	2.03%	102,432	1.98%	182,165	2.33%	194,897	1.77%	77.84%	6.99%
Total Lines	1,792,219	100.00%	3,163,666	100.00%	5,170,371	100.00%	7,812,375	100.00%	11,005,394	100.00%	51.10%	40.87%

Note: NM - Not meaningful due to inconsistencies in reported data

1/ A high-speed line is a connection to an end-user customer that is faster than 200 kbps in at least one direction. Advanced services lines, which are a subset of high-speed lines, are connections to end-user customers that are faster than 200 kbps in both directions. The speed of the purchased service varies among end-user customers. For example, a high-speed service, delivered to the end-user customer over other traditional wireline technology, such as DSL or DS3 service, or over optical fiber to the end user's premises may be much faster than the ADSL or cable modem service purchased by a different, or by the same, end user. Numbers of lines reported here are not adjusted for the speed of the service delivered over the line or the number of end users able to utilize the lines.

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## Schedule 5

Wednesday, October 24, 2001

News

**AT&T WIRELESS TO LAY OFF 1,000 ; ITS A DAY OF CUTS FOR HIGH-TECH JOBS**  
**JOHN COOK P-I reporter**

Redmond-based AT&T Wireless Services Inc. is shutting down its fixed wireless unit, a money-losing division that provided local phone service and high-speed Internet access in nine cities.

About 1,000 people will lose their jobs as a result of the closure, including as many as 700 in Washington.

That wasn't the only bad news yesterday in the state's once high flying tech sector.

Bellevue-based InfoSpace Inc. cut 200 jobs, or 20 percent of its work force, after its third-quarter net loss quadrupled to \$201.4 million.

Time Warner Telecom, a provider of optical broadband networks, cut 250 employees - mostly at its facilities in Vancouver, Wash. - leaving a staff of 100 people in southwestern Washington and Portland.

And Primus Knowledge Solutions, a Seattle software maker, laid off about 30 percent of its staff on Friday, though a company spokesman declined to discuss the work force reduction until earnings are released tomorrow.

With the job cuts at AT&T Wireless, InfoSpace, Primus and Time Warner Telecom, more than 15,675 people have been laid off from technology companies in the state this year. Since January 2000, the number stands at 18,880, according to figures compiled by the Seattle Post-Intelligencer.

The WSA, formerly the Washington Software Alliance, estimated that 61,000 people were working in the state's software and Internet industries in September 2000. But that number undoubtedly has dropped in recent months as dozens of money-losing Internet, software and telecommunications companies have either chopped staff in attempt to survive the turbulent climate, or gone out of business.

"Numerically, these job cuts are adding up, and we really can only absorb so many," said Roberta Pauer, economist with the state's Employment Security Department.

"A recession comes in all sizes and it is a worrisome word, so one wants to be careful. But this is what a recession is."

Pauer said job growth was essentially flat for the 12-month period through the end of September, with only 2,700 overall jobs being created in the state.

As more companies cut staff, the employment picture is getting darker for laid-off techies, who two years ago were worrying more about stock option packages than pink slips.

An employee who lost his job at Primus Knowledge Solutions this summer - and has yet to find work - tried to put a brave face on the current situation.

"It is a tough market out there," he said. "But I am not panicking about it, and I am not so worried that I am not going to go back into the industry because I am afraid I will get laid off. I am prepared to deal with it."

But with as many as 700 people losing their jobs at AT&T Wireless - one of the largest technology layoffs in the state this year - the climate could worsen.

AT&T Wireless explored options for the fixed wireless division, including a sale, but in the end decided it was better to just shut it down.

AT&T Wireless Chairman John Zeglis said the unit - formed in the mid-1990s under the code name Project Angel - was too expensive and too far outside the company's strategic focus to justify the expenses of keeping it going.

About \$400 million was spent on the division each year, a costly endeavor given that it attracted only 47,000 customers and generated just \$6 million in revenue in the third quarter.

The service - best known for the small antennas that attached to the sides of homes and businesses - was available in nine cities, including Anchorage, Dallas, Houston, Los Angeles and San Diego. Seattle was not among the nine.

AT&T Wireless attempted to sell the assets of the fixed wireless business earlier this year, but with the poor climate for telecom services the talks "didn't proceed beyond a preliminary basis," said spokesman David Caonette. He said some of its technology and licenses, including fixed wireless towers, can be easily transferred to the company's existing network.

The closure will occur over the next several months through a "phased exit" in which customers will receive "a high level of support," Zeglis said.

He also said the company would attempt to find employment for affected employees both inside and outside AT&T Wireless.

AT&T Wireless, which began notifying employees of the layoffs this

week, will take a \$1.3 billion charge in the fourth quarter as a result of the unit's closure.

"It makes a lot of sense," said Simon Reeves, an analyst with Pacific Crest Securities. "It was just a distraction in terms of capital and management's time."

The announcement was made as part of the company's third-quarter earnings release after the markets closed.

AT&T Wireless, the third-largest wireless phone carrier in the country, reported net income of \$77 million on sales of \$3.5 billion. It also added 748,000 wireless customers in the third quarter.

The company employs 29,000 people, including 6,100 in Washington state.

Shares of AT&T Wireless, which spun out of AT&T Corp. in July, rose \$1.26, or 9.7 percent, to \$14.20.

The layoffs at Bellevue-based InfoSpace are the second this year, following a work force reduction of 250 people in February. InfoSpace, which delivers content to both Internet sites and wireless devices, has struggled since it acquired Seattle-based Go2Net Inc. in a stock deal valued at \$1.5 billion.

Since the acquisition closed last October, InfoSpace's stock has fallen 88 percent, a handful of executives have departed and lawsuits have piled up.

InfoSpace spokesman Adam Whinston said the company is cutting staff because it is focusing on core product areas. He said there are no plans at this time to close any of the consumer-oriented Web sites it operates, including the Silicon Investor chat board and DogPile search engine.

After the cuts, InfoSpace will employ 700 people.

Revenues at the company fell 45 percent during the third quarter to \$33.1 million from \$59.8 million. The stock closed yesterday at \$2.15, up 13 cents.

Time Warner Telecom Inc., which is cutting 250 jobs, said the move is being made to "improve processes and efficiencies."

The Littleton, Colo., based company, in which AOL Time Warner holds a 41.5 percent stake, will continue to employ 25 people in Seattle, said Bob Meldrum, a company spokesman.

Meldrum said that laid-off employees will receive a "separation package with benefits, outplacement services and severance." The company expects to take a restructuring charge of \$6 million to \$8 million during the fourth quarter. Time Warner said that the reorganization should save the company \$10 million to \$14 million a





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Monday, March 11, 2002

### Business Brief

IDT Corp.: Winstar to Exit From Some Markets,  
Trim Work Force

IDT Corp. said its Winstar Communications unit will exit from the wireline telephone business and cut 65% of its nonsales work force in an effort to return to profitability by year end. Under the restructuring plan, Winstar, a provider of local, long-distance and Internet services, will also exit from its fixed wireless business in certain of its smaller markets and consolidate certain facilities and functions with IDT, a Newark, N.J., telecommunications company. At the same time, the plan calls for Winstar to increase the size of its fixed wireless network by adding about 600 buildings in the 22 cities in which it is maintaining its wireless operations. With the addition of these buildings it will have about 4,000 buildings on its network. Winstar also plans to expand its sales force. As part of the plan, responsibility for many overlapping functions will be assumed by IDT personnel, principally at IDT's headquarters in Newark, and its engineering center in Piscataway, N.J. This will result in the transfer of Winstar's customer-service operations to an alternate facility.

### ---- INDEX REFERENCES ----

COMPANY (TICKER): IDT; IDTB (IDT IDTB)

NEWS SUBJECT: Corporate Actions;  
Corporate/Industrial News; Labor Issues; Labor  
Issues; Restructurings & Recapitalizations; Dow  
Jones Total Market Index; Wall Street Journal;  
English language content; Plans/Strategy;  
Political/General News (CAC CCAT LAB GJOB  
RCN WFI WSJ ENGL C11 GCAT)

MARKET SECTOR: Utilities; Newswire End  
Code (UTI NND)

INDUSTRY: Long Distance Telephone  
Providers; Telecommunications, All; Telephone  
Systems (LDS TEL TLS)

REGION: New Jersey; United States - New  
Jersey; North America; United States; United States;  
Northeast U.S.; North American Countries (NJ USNJ  
NME US USA USE NAMZ)

LAYOUT CODES: Minors (MNO)

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2002 WL 21748003

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Thursday, May 30, 2002

Financial

#### IN BRIEF

\* MainControl, a McLean firm that sells technology management software, agreed to be bought by MRO Software, a Bedford, Mass., company that offers similar products, for about \$19 million. MRO said it will buy MainControl's outstanding equity for 1.1 million shares of its stock and \$3.5 million. Sixty-five to 70 of MainControl's 100 employees will join MRO, including chief executive Alex Pinchev. MRO said the addition of MainControl's software will expand its ability to manage types of technology and systems for clients. The purchase is expected to close in the next three weeks. Shares of MRO closed at \$13.72, down 38 cents.

\* Micros Systems, a Columbia hospitality technology firm, signed a \$40 million agreement to install its restaurant-management software system in all new International House of Pancakes restaurants and some existing franchise locations. The five-year deal for the Restaurant Enterprise System includes hardware, software, support and system maintenance. IHOP has more than 1,000 restaurants in the United States and Canada. System installation in new IHOP restaurants began in late February, Micros said.

\* Halifax, an Alexandria information technology firm, said it earned \$115,000 (5 cents per share) in the quarter ended March 31. During the year-earlier period, the firm lost \$2 million (\$1.04). The company's fourth-quarter revenue rose to \$13.7 million from \$11.7 million. For the year, Halifax earned \$302,000 (14 cents) on revenue of \$49.4 million. Shares of Halifax closed at \$3.60, down 5 cents.

\* Deltek Systems of Herndon said it agreed to settle a lawsuit that shareholder Carl Brown brought against the company and its board over the company's decision to go private. Financial terms of the settlement were not disclosed. Deltek said in a statement that it committed no "violations of law or breaches of duty" but agreed to the settlement to avoid further litigation and to facilitate the transaction. The special shareholders meeting to vote on the deal is to be held as scheduled tomorrow.

\* InterImage, an Arlington company that provides database software and services, said it was awarded a contract with Overseas Private Investment Corp. worth more than \$750,000. Under the contract, InterImage will implement systems and provide project support.

\* Teligent, a Herndon telecommunications company that has filed for Chapter 11 reorganization, will appear in Manhattan bankruptcy court July 9, the earliest date it could emerge from bankruptcy, according to a company source. If its plan is confirmed, Teligent will sell wholesale broadband services to business customers through its fixed wireless network as well as long-distance services to its 7,000 customers. Under the plan, Teligent's secured lenders will fund the new company, and its bank creditors -- led by Chase Manhattan Bank -- will own stock in the successor company. Its unsecured bondholders may recover a nominal amount of money, but its equity holders aren't likely to recover anything, the source said.

Compiled from reports by Washington Post staff writers. Washtech.com and Dow Jones News Service

#### INDEX REFERENCES -

COMPANY (TICKER) Micros Systems Inc.; Delttek Systems Inc. (MCRS DLTK)

NEWS SUBJECT: Washington Post; Business Stories; Corporate/Industrial News; English language content; Dow Jones Total Market Index; Lawsuits; General News; Legal/Judicial (WP BZZ CCAT ENGL. WEI LWS GEN ('12)

MARKET SECTOR: Technology (TEC)

INDUSTRY: Computer Makers; Islamic Index: Software; Telecommunications, All (CPM XISL SOF TEL)

PRODUCT: Computer Hardware; Computer Software (DCO DCS)

REGION: United States; United States; North American Countries, North America (US USA NAMZ NME)

EDITION: FINAL

Word Count: 484

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## **Schedule 6**

## National Cable Telecommunications Association Industry Statistics

Basic Cable Households (July, 2002) <sup>1</sup>	73,559,550
Digital Cable Subscribers (June 30, 2002) <sup>1</sup>	16,800,000
Cable Modem Subscribers (June 30, 2002) <sup>1</sup>	9,200,000
Homes Passed by Cable Modem Service (June 30, 2002) <sup>5</sup>	75,000,000
Cable-Delivered Residential Telephone Subscribers (June 30, 2002) <sup>5</sup>	2,100,000

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## **Schedule 7**

# Jupiter/NPD Consumer Survey

## General Outline Population

	General online population	
	Count	Col %
<b>Base: all</b>		
<b>Q10. How do you connect to the Internet from home? (Select one)</b>		
Dial-up modem (i.e. uses your telephone line and requires dialing for connection)	1,579	78.40%
Cable modem (i.e. uses your cable TV connection)	168	8.40%
Digital Subscriber Line (DSL or ADSL) (i.e. a special high-speed connection that uses a phone line but does not require dialing for connection)	89	4.40%
I am not sure what type of connection I have	29	1.40%
Other (e.g. ISDN, T1/T3, WebTV) (Specify)	48	2.40%
I do not have access to the Internet from home.	101	5.00%
<b>Total</b>	2,014	100.00%
<b>Base: respondents with an Internet connection at home (Q10)</b>		
<b>Q11. Which of the following types of companies currently provide your Internet service at home? (Select all that apply)</b>		
America Online	142	38.80%
MSN	239	12.50%
Earthlink/Mindspring	163	8.50%
Local telephone company (e.g. Verizon, Pacific Bell, BellSouth)	163	8.50%
Free Internet service provider (e.g. Juno/NetZero)	115	6.00%
AT&T Worldnet	73	4.80%
CompuServe	84	4.40%
My employer	84	4.40%
Roadrunner	59	3.10%
Prodigy	44	2.30%
Other paid Internet service provider	318	16.60%
Some other type of company provides my home Internet service	112	5.80%
Don't know the type of company who provides my home Internet service	33	1.70%
<b>Total</b>	1,913	100.00%

## Jupiter/NPD Consumer Survey General Outline Population

	General online population	
	Count	Col %
<b>Base: respondents with an Internet connection at home (Q10)</b>		
<b>Q14. What are the most important advantages of using your current Internet service provider?</b>		
<b>(Select up to three responses)</b>		
Local phone number for access	1,030	53.80%
Ease of establishing connection	549	28.70%
Lowest price	535	27.90%
Access provider doesn't drop my connection when I'm online	335	17.50%
Speed of data transfer (e.g. of downloading pages, surfing the web)	316	16.50%
Quality of technical support	307	16.10%
Ease of configuring to my computer	235	12.30%
Ease of use when I'm traveling	175	9.10%
Ability to control what my children are viewing on the Internet	153	8.00%
Convenience of receiving billing statement bundled with my telephone or cable bill	146	7.60%
Cost savings from ordering my online access through my current phone or cable provider	135	7.00%
Ability to filter e-mail to prevent unwanted advertising	96	5.00%
Cash rebates available in exchange for a multi-year commitment	67	3.50%
Internet information or services I can't get from another access provider	66	3.50%
Improved performance for online games via PC or console	35	1.80%
Newsgroup support	27	1.40%
Program reward points for usage (such as frequent flier miles)	7	0.40%
Some other factor not listed above	344	18.00%
<b>Total</b>	<b>1,913</b>	<b>100.00%</b>
<b>Base: all</b>		
<b>Q17. Which of the following features of "broadband" Internet service are the most appealing to you?</b>		
<b>(Please select up to 3 responses)</b>		
Downloading a web page instantaneously	1,074	53.30%
Having your computer always connected to the Internet	967	48.00%
Downloading large files (such as MP3, music, video, software) faster	891	44.30%
Viewing quality video through the Internet	411	20.40%
Sharing an Internet connection between several computers and devices in your home without loss of speed	305	15.10%
Listening to quality audio through the Internet	291	14.40%
Playing high-quality, multiplayer games through the Internet	161	8.00%
Renting applications like tax software, games, etc. instead of buying them	103	5.10%
Other features not listed here appeal to me	119	5.90%
None of the features of broadband Internet service appeal to me	353	17.50%
<b>Total</b>	<b>2,014</b>	<b>100.00%</b>

Source: Jupiter/NPD Customer Survey (12101). n = 2,014 (US Only)



# Jupiter/NPD Consumer Survey Population Breakdown

	General online population	Gender		Age									
		Male	Female	18-24	25-34	35-44	45-54	55+	Count	Col %	Count	Col %	Count
Overall													
Q10. How do you connect to the Internet from home? (Select one)													
Dial-up modem (i.e. uses your telephone line and requires dialing for connection)	1,379	717	867	271	382	586	342	187	271	74.70%	382	78.80%	187
Cable modem (i.e. uses your cable TV connection)	168	85	83	54	46	34	56	18	54	9.40%	46	8.30%	18
Digital Subscriber Line (DSL or ADSL) (i.e. a special high speed connection that uses a phone line but does not require dialing for connection)	89	52	37	25	16	18	18	12	25	7.00%	16	3.70%	12
Other non-wire (i.e. type of connection I have)	39	11	18	8	2	8	5	5	8	2.20%	2	1.0%	5
Other (e.g. ISDN, T1/T3, WAN, etc.) (Specify)	48	27	21	10	2	11	10	11	10	2.70%	2	1.0%	11
I do not have access to the Internet from home	101	45	56	14	36	22	25	5	14	3.90%	36	5.40%	5
Total	2,014	917	1,097	363	487	621	434	338	363	100.00%	487	100.00%	338
Q11. Which of the following types of companies currently provide your Internet service at home? (Select all that apply)													
America Online	742	298	444	134	194	180	161	72	134	38.40%	194	39.30%	72
MSN	219	126	113	40	52	65	46	36	40	11.40%	52	11.30%	36
Earthlink/Vindign	163	91	72	26	41	36	41	18	26	7.60%	41	8.40%	18
Local telephone company (e.g. Verizon, Pacific Bell, BellSouth)	163	92	71	26	38	46	40	23	26	7.50%	38	7.70%	23
Free Internet service provider (e.g. Com-X, GeoCity)	115	62	53	22	34	20	26	14	22	6.30%	34	6.90%	14
AT&T Worldnet	93	57	36	13	21	21	21	11	13	3.70%	21	4.30%	11
CompuServe	84	44	40	18	14	22	9	7	18	5.20%	14	2.90%	7
My employer	54	32	22	11	13	12	10	3	11	3.20%	13	2.50%	3
Readrunner	44	27	17	14	7	10	10	3	7	1.90%	7	1.40%	3
Prodigy	318	161	157	52	49	90	79	48	52	14.90%	49	10.20%	48
Other paid Internet service provider	112	22	90	21	12	13	17	5	21	6.0%	12	2.50%	5
Some other type of company provides my home Internet service	33	8	25	9	8	8	4	5	9	2.50%	8	1.60%	5
I don't know the type of company who provides my home Internet service	19/12	892	1,021	739	450	471	411	233	739	100.00%	450	100.00%	233

## Jupiter/NPD Consumer Survey Population Breakdown

	General online population		Online Tenure								Connection Speed			
			less than 1 yr		1 to less than 2 yrs		2 to less than 5 yrs		5 yrs or more		Dial-up		Broadband (cable modem or DSL)	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
<b>Base: all</b>														
Q10. How do you connect to the Internet from home? (Select one)														
Dial-up modem (i.e. uses phone line and requires dialing for connection)	1,579	73.40%	277	80.90%	784	81.90%	441	80.70%	477	72.40%	579	100.00%	0	0.00%
Cable modem (i.e. uses cable TV connection)	168	8.40%	24	6.99%	27	2.80%	40	7.20%	78	11.80%	0	0.00%	168	65.50%
Digital Subscriber Line (DSL or ADSL) (i.e. a special high-speed connection that uses a phone line but does not require dialing for connection)	89	4.40%	11	3.50%	12	1.50%	30	3.70%	46	6.90%	0	0.00%	89	34.50%
I am not sure what type of connection I have	29	1.40%	6	1.90%	12	1.50%	8	1.50%	2	0.30%	0	0.00%	0	0.00%
Other (e.g., ISDN, T1/T3, WENTV) Specify:	43	2.40%	9	2.60%	4	0.90%	12	2.20%	24	3.60%	0	0.00%	0	0.00%
I don't have access to the Internet from home	101	5.00%	15	4.50%	25	3.40%	39	5.20%	32	4.90%	0	0.00%	0	0.00%
<b>Total</b>	<b>2,014</b>	<b>100.00%</b>	<b>343</b>	<b>100.00%</b>	<b>467</b>	<b>100.00%</b>	<b>550</b>	<b>100.00%</b>	<b>659</b>	<b>100.00%</b>	<b>579</b>	<b>100.00%</b>	<b>257</b>	<b>100.00%</b>
<b>Base: respondents with an Internet connection at home (Q10)</b>														
Q11. Which of the following types of companies currently provide your Internet service at home? (Select all that apply)														
America Online	742	38.80%	129	39.70%	200	45.80%	202	38.70%	211	33.70%	690	44.70%	40	15.60%
MSN	259	12.50%	78	23.80%	58	13.20%	47	9.00%	56	9.00%	189	11.90%	21	8.10%
Earthlink/ Mindspring	163	8.50%	15	4.50%	30	6.80%	47	9.10%	71	11.40%	146	9.30%	9	3.60%
Local telephone company (e.g., Verizon, Pacific Bell, BellSouth)	155	8.50%	19	5.80%	37	8.50%	43	8.20%	64	10.30%	107	6.80%	50	19.40%
Free Internet service provider (e.g., Juno, NetFertex)	113	6.00%	19	5.80%	29	6.50%	34	6.60%	33	5.30%	109	6.90%	4	1.60%
AT&T Worldnet	93	4.80%	10	3.10%	18	4.10%	30	5.80%	34	5.50%	69	4.40%	22	8.40%
CompuServe	84	4.40%	11	3.30%	26	6.00%	30	5.80%	17	2.70%	81	5.10%	3	0.50%
My employer	84	4.40%	8	2.50%	11	2.60%	20	3.80%	45	7.20%	69	4.30%	9	3.50%
Searchrunner	59	3.10%	9	2.90%	12	2.70%	11	2.00%	27	4.30%	1	0.10%	55	21.50%
Prodigy	44	2.30%	7	2.20%	7	1.50%	16	3.00%	14	2.30%	39	2.40%	3	1.30%
Other paid Internet service provider	218	10.60%	41	12.40%	58	13.30%	94	18.10%	125	20.00%	259	16.40%	45	17.50%
Some other type of company provides my home Internet service	112	5.80%	9	2.80%	15	3.40%	19	3.60%	35	4.00%	48	3.10%	15	5.90%
Don't know the type of company who provides my home Internet service	75	3.70%	8	2.30%	14	3.20%	5	1.00%	6	0.90%	32	1.40%	4	1.60%
<b>Total</b>	<b>1,915</b>	<b>100.00%</b>	<b>328</b>	<b>100.00%</b>	<b>458</b>	<b>100.00%</b>	<b>521</b>	<b>100.00%</b>	<b>626</b>	<b>100.00%</b>	<b>579</b>	<b>100.00%</b>	<b>257</b>	<b>100.00%</b>

# Jupiter/NPD Consumer Survey Population Breakdown

	population Count	Total %	less than \$15K Count	Col %	\$15K to less than \$45K Count	Col %	\$45K to less than \$60K Count	Col %	\$60K to less than \$75K Count	Col %	\$75K to less than \$10K Count	Col %	\$10K or more Count	Col %
Q10: How do you connect to the Internet from home? (Select one)														
Cable modem - a one-way telephone line and separate dialing for connection	2,579	78.00%	443	81.70%	594	82.60%	113	83.70%	253	72.90%	205	73.10%	184	72.30%
DSL - a one-way telephone line and separate dialing for connection	168	8.40%	37	6.90%	14	6.00%	22	5.70%	37	11.50%	27	9.80%	71	12.10%
By a special high-speed connection that uses a phone line but does not require dialing for connection	89	4.40%	13	2.40%	7	2.90%	7	1.80%	21	6.70%	33	8.30%	17	6.80%
Other (e.g. ISDN, T1/T3, WebTV, Spide)	29	1.40%	15	2.40%	1	0.70%	4	0.90%	8	2.60%	3	0.70%	1	0.00%
Do not have access to the Internet from home	48	2.40%	18	3.30%	12	5.30%	9	2.30%	5	1.60%	4	1.30%	6	2.20%
Total	3,014	100.00%	543	100.00%	232	100.00%	280	100.00%	329	100.00%	281	100.00%	354	100.00%
Base: respondents with an Internet connection at home (Q10)														
Q11: Which of the following types of companies currently provides you with service at home? (Select all that apply)														
America Online	242	78.80%	191	26.40%	108	46.90%	149	41.40%	121	39.70%	88	33.50%	88	26.90%
MSN	239	74.50%	81	15.30%	22	10.00%	45	12.60%	27	8.70%	39	15.00%	25	10.10%
EarthLink, Windstream	163	8.50%	42	7.90%	20	8.80%	29	8.10%	15	5.10%	21	8.00%	27	11.40%
Other telephone companies (e.g. Verizon, Earthlink, Bell, NetScape)	165	8.50%	59	7.40%	19	8.30%	30	8.40%	28	9.20%	20	7.60%	27	11.30%
Other Internet service providers (e.g. Juno, NetZoo)	115	6.00%	38	3.30%	16	7.30%	22	6.40%	12	3.90%	17	6.50%	9	3.60%
U.S. West.net	95	4.80%	18	3.40%	7	3.10%	16	4.40%	18	5.80%	17	6.60%	17	6.90%
CompuServe	84	4.40%	25	4.50%	10	4.30%	22	6.20%	5	1.70%	15	5.80%	9	3.60%
My.computer	84	4.40%	30	5.80%	8	3.60%	9	2.40%	11	3.50%	16	6.20%	21	8.70%
RealPlayer	59	3.10%	10	1.80%	4	2.00%	9	2.60%	13	4.20%	10	3.90%	12	4.90%
Prodigy	44	2.30%	6	1.20%	4	1.70%	13	3.50%	9	3.00%	6	2.40%	5	2.00%
Other paid Internet service provider	218	16.60%	100	19.10%	31	14.00%	62	17.30%	57	18.70%	31	12.00%	36	15.20%
Do not know the type of company provides my home Internet service	112	5.90%	21	4.10%	8	3.50%	7	2.00%	11	3.80%	9	3.50%	11	4.50%
Do not know the type of company who provides my home Internet service	37	1.70%	10	1.90%	3	1.10%	5	1.40%	5	1.50%	8	3.00%	2	1.00%
Total	1,913	100.00%	525	100.00%	224	100.00%	358	100.00%	305	100.00%	262	100.00%	239	100.00%

# Jupiter/NPD Consumer Survey Population Breakdown

	General online population	Gender		Age									
		Male	Female	18-24	25-34	35-44	45-54	55+	Count	Col %	Count	Col %	Count
Base: respondents with an Internet connection at home Q10													
Q14: What are the most important advantages of using your current Internet service provider? (Select up to three responses)													
Fast phone number for access	1,036	497	539	158	232	274	221	124	57.80%				
Ease of establishing wireless or DSL service	549	245	305	72	131	129	132	35	36.60%				
Access provider doesn't drop me out when I'm online	535	168	367	58	94	70	107	66	28.40%				
Speed of data transfer (e.g. downloading files, surfing the web)	316	155	161	27	62	80	61	38	16.30%				
Quality of technical support	307	155	152	33	60	60	52	31	13.20%				
Ease of configuring my computer	225	110	115	28	54	41	32	19	8.30%				
Ease of use when I'm traveling	175	78	97	14	52	59	27	0	0.00%				
Ability to control what my children are viewing on the Internet	153	45	108	23	31	48	31	14	6.00%				
Convenience of receiving billing statement bundled with my telephone or cable bill	146	65	81	21	31	35	35	19	8.20%				
Cost savings from ordering my online access through my current phone or cable provider	135	65	69	21	23	26	18	10	4.50%				
Ability to filter e-mail to prevent unwanted advertising	96	31	65	17	24	26	16	7	3.00%				
Cash rebates available in exchange for a multi-year commitment	67	36	31	14	11	18	9	9	4.00%				
Unlimited information or services I can get from another access provider	66	24	42	23	10	14	9	3	1.50%				
Improved performance for online games via PC or console	35	21	14	12	11	4	5	4	1.70%				
Newsgroup support	27	20	7	8	4	7	1	1	0.50%				
Program reward points for usage (such as frequent flier miles)	7	3	4	0	3	2	1	0	0.00%				
Some other factor not listed above	344	158	186	91	76	75	72	31	13.10%				
Total	1,913	892	1,021	349	450	471	411	233	100.00%				
Base: all													
Q17: Which of the following features of "broadband" Internet service are the most appealing to you? (Please select up to 3 responses)													
Downloading a web page instantaneously	1,074	521	553	202	294	260	223	95	40.10%				
Having your computer always connected to the Internet	967	448	519	182	239	219	210	117	49.50%				
Downloading large files (such as MP3, music, video, software) faster	891	443	448	201	260	200	152	77	32.20%				
Viewing quality video through the Internet	411	259	152	71	121	106	78	36	15.10%				
Sharing an Internet connection between several computers and devices in your home without loss of speed	305	154	150	59	68	76	72	31	13.00%				
Listening to quality audio through the Internet	291	141	150	92	72	65	49	13	5.40%				
Playing high-quality multiplayer games through the Internet	181	82	99	50	41	39	24	7	2.80%				
Running applications like tax software, games, etc. instead of buying them	103	39	64	14	32	24	25	8	3.30%				
Other features not listed here appeal to me	119	60	59	23	22	30	23	17	7.00%				
None of the features of broadband Internet service appeal to me	353	132	221	39	50	98	95	70	29.20%				
Total	2,014	937	1,077	363	487	492	434	238	100.00%				

Source: Jupiter/NPD Customer Survey (12/01), n = 2,014 (US Only)

# Jupiter/NPD Consumer Survey Population Breakdown

General online population		Online Tenure						Connection Speed						
Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %			
Base: respondents with an Internet connection at home (Q10)														
Q14: What are the most important advantages of using your current Internet service provider? Select up to three responses)														
Lowest price	1,030	53.80%	173	52.90%	243	55.50%	285	54.70%	318	52.40%	976	61.86%	19	7.50%
Ease of establishing connection	549	28.70%	75	22.80%	118	27.00%	157	70.20%	199	31.80%	392	24.80%	133	51.80%
Access to high-speed Internet	535	27.90%	94	25.80%	111	25.40%	143	27.50%	186	29.70%	481	30.90%	29	11.10%
Speed of data transfer (e.g. downloading pages, surfing the web)	335	17.30%	34	10.30%	60	13.70%	104	19.90%	137	21.90%	218	15.10%	87	33.80%
Quality of technical support	316	16.50%	47	13.10%	54	12.20%	88	16.90%	131	20.90%	123	7.80%	177	68.90%
Base of configuration is my computer	307	16.10%	72	15.80%	94	21.20%	72	13.90%	90	14.40%	253	16.00%	39	15.00%
Base of use when I'm traveling	235	12.30%	36	11.10%	60	13.80%	63	12.10%	76	12.10%	220	13.90%	13	5.20%
Base of use when I'm watching the Internet	175	9.10%	6	1.80%	26	5.90%	54	10.30%	89	14.20%	161	10.30%	11	4.40%
Convenience of receiving billing statement (separate or on a phone bill)	155	8.00%	34	10.40%	54	12.40%	43	8.20%	21	3.40%	142	9.00%	7	2.60%
Cost savings from entering my online account through my current phone or cable provider	146	7.60%	33	10.10%	30	6.90%	39	7.50%	44	7.00%	95	6.00%	47	18.40%
Ability to filter e-mail to prevent unwanted advertising	135	7.00%	21	6.50%	33	7.60%	42	8.00%	38	6.10%	100	6.30%	32	12.50%
Quality of customer service (e.g. chat, phone, email)	96	5.00%	11	3.50%	31	7.10%	24	4.50%	29	4.70%	90	5.70%	5	2.00%
Internet information or services I can't get from another access provider	67	3.50%	14	4.20%	15	3.50%	24	4.60%	14	2.20%	65	4.10%	2	0.60%
Unimproved performance for online games via PC or console	66	3.50%	8	2.50%	14	3.20%	21	4.10%	23	3.70%	56	3.60%	8	3.10%
New group support	35	1.80%	4	1.20%	2	0.50%	13	2.60%	15	2.50%	10	0.60%	24	9.50%
Program reward points for usage (such as frequent flyer miles)	27	1.40%	3	0.80%	8	1.90%	2	0.50%	14	2.20%	22	1.40%	4	1.70%
Some other factor not listed above	7	0.40%	2	0.60%	2	0.40%	1	0.20%	2	0.40%	7	0.40%	0	0.00%
	344	18.00%	79	24.10%	74	16.80%	90	17.40%	101	16.10%	294	18.60%	29	11.30%
Base: all														
Q17: Which of the following features of "broadband" Internet services are the most appealing to you? (Please select up to 3 responses)														
Downloading a web page automatically	1,074	53.30%	161	47.10%	216	46.60%	291	53.90%	407	61.70%	855	54.20%	146	56.90%
Having your computer always connected to the Internet	967	48.00%	143	41.80%	207	44.60%	279	50.70%	338	51.30%	755	47.80%	149	57.60%
Downloading large files (such as MP3 music, video, software) faster	891	44.30%	137	40.10%	170	36.70%	225	40.90%	359	54.50%	679	43.00%	151	58.90%
Viewing quality video through the Internet	411	20.40%	65	19.10%	106	22.90%	112	20.40%	127	19.30%	322	20.40%	49	19.20%
Streaming an Internet connection between several computers and devices in your home without loss of speed	305	15.10%	38	11.10%	35	7.50%	79	14.30%	153	23.30%	232	14.70%	61	23.90%
Listening to quality audio through the Internet	291	14.40%	75	22.00%	69	14.90%	78	14.10%	69	10.50%	217	13.70%	46	17.90%
Playing high-quality, multiplayer games through the Internet	161	8.00%	38	11.00%	38	8.20%	42	7.70%	44	6.60%	114	7.20%	28	10.90%
Renting applications like tax software, games, etc. instead of buying them	103	5.10%	14	4.00%	36	7.80%	26	4.70%	28	4.20%	87	5.50%	6	2.30%
Other features not listed here appeal to me	119	5.90%	20	5.90%	18	3.90%	36	6.50%	45	6.80%	88	5.60%	19	7.30%
None of the features of broadband Internet service appeal to me	353	17.50%	75	22.00%	105	22.80%	97	17.60%	75	11.40%	279	17.70%	19	7.30%

## Jupiter/NPD Consumer Survey Population Breakdown

	General online population		Household Income											
			less than \$35K		\$35K to less than \$45K		\$45K to less than \$60K		\$60K to less than \$75K		\$75K to less than 100K		100K or more	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
<b>Base: respondents with an Internet connection at home (Q10)</b>														
Q14: What are the most important advantages of using your current Internet service provider? (Select up to three responses)														
Local phone number for access	1,000	52.80%	100	33.33%	100	33.33%	200	55.80%	156	51.30%	125	47.80%	112	46.90%
Ease of establishing connection	549	28.70%	54	17.33%	54	17.33%	101	28.19%	85	27.80%	72	27.40%	78	32.50%
Lowest price	535	27.90%	53	17.33%	53	17.33%	106	29.50%	78	25.40%	73	28.00%	51	22.40%
Access provider doesn't drop my connection when I am online	335	17.50%	33	10.67%	33	10.67%	62	17.30%	65	21.30%	39	14.90%	53	22.10%
Speed of data transfer (e.g. of downloading pages, surfing the web)	736	38.50%	73	23.67%	73	23.67%	43	11.90%	51	16.80%	53	20.40%	68	28.30%
Quality of technical support	307	16.10%	30	9.67%	30	9.67%	69	19.40%	54	17.60%	52	19.80%	21	8.60%
Ease of connecting to my computer	255	12.90%	25	7.97%	25	7.97%	42	11.60%	45	14.90%	41	15.70%	29	12.00%
<i>Please choose when I'm traveling</i>	175	9.10%	17	5.33%	17	5.33%	25	9.90%	26	8.50%	20	7.60%	32	13.60%
Ability to control what my children are viewing on the Internet	153	8.00%	15	4.67%	15	4.67%	40	11.10%	21	7.00%	19	7.30%	9	3.80%
Automatic three-way calling statement bundled with my telephone service bill	146	7.60%	14	4.33%	14	4.33%	26	7.20%	20	6.70%	19	7.40%	18	7.70%
Ability to change from ordering my online access through my current phone or cable provider	135	7.00%	13	3.97%	13	3.97%	23	9.20%	24	7.90%	16	6.20%	21	8.60%
Ability to filter e-mails to prevent unwanted advertising	96	5.00%	9	2.73%	9	2.73%	16	4.60%	17	4.20%	11	4.30%	14	5.70%
Cost relates available in exchange for a multi-year commitment	67	3.50%	6	1.83%	6	1.83%	14	4.00%	5	1.70%	14	5.50%	7	2.80%
Guarantee/return of service if can't get from another access provider	60	3.10%	6	1.83%	6	1.83%	13	3.80%	15	5.10%	10	3.90%	10	4.30%
High-speed performance for online games via PC or console	55	1.80%	5	1.53%	5	1.53%	4	1.20%	8	2.60%	4	1.50%	6	2.50%
News group support	27	1.40%	2	0.60%	2	0.60%	9	2.50%	3	0.90%	2	0.80%	4	1.60%
Free grammar and spelling for usage (such as freespell) files, pages	7	0.40%	0	0.00%	0	0.00%	2	0.60%	1	0.20%	0	0.00%	2	1.00%
Some other feature not listed above	544	28.60%	54	17.33%	54	17.33%	58	16.10%	45	14.70%	57	21.80%	48	20.20%
<b>Total</b>	<b>1,915</b>	<b>100.00%</b>	<b>300</b>	<b>100.00%</b>	<b>300</b>	<b>100.00%</b>	<b>358</b>	<b>100.00%</b>	<b>305</b>	<b>100.00%</b>	<b>262</b>	<b>100.00%</b>	<b>239</b>	<b>100.00%</b>
<b>Base: all</b>														
Q15: Which of the following features of "broadband" Internet service are the most appealing to you? (Please select up to 3 responses)														
Downloading a web page instantaneously	1,074	52.30%	132	51.90%	126	52.30%	203	55.60%	168	52.50%	154	54.90%	141	55.40%
Having your computer always connected to the Internet	967	48.00%	248	45.70%	119	50.10%	174	45.70%	162	50.80%	141	50.80%	124	48.70%
Downloading large files (such as MP3, music, videos, software) faster	891	44.30%	238	43.90%	117	49.40%	147	38.80%	152	47.60%	120	42.60%	117	45.90%
Viewing quality video through the Internet	411	20.40%	115	21.20%	48	20.20%	79	20.70%	62	19.40%	54	19.40%	53	20.80%
Sharing an Internet connection between several computers and devices in your home without loss of speed	305	15.10%	67	12.40%	22	9.30%	51	13.30%	47	14.70%	56	20.10%	61	24.10%
Listening to quality audio through the Internet	291	14.40%	81	15.00%	46	19.50%	45	11.80%	52	16.20%	43	15.10%	25	9.90%
Playing high-quality, multiplayer games through the Internet	161	8.00%	53	9.70%	22	9.40%	28	7.40%	25	7.80%	22	7.70%	11	4.30%
Renting applications like tax software, games, etc. instead of buying them	105	5.10%	28	5.10%	15	6.40%	22	5.90%	15	4.80%	5	1.80%	18	6.90%
Other features not listed here appeal to me	119	5.90%	37	6.70%	18	7.60%	13	3.50%	13	4.20%	18	6.60%	20	7.70%
None of the features of broadband Internet service appeal to me	353	17.50%	102	18.70%	36	15.20%	81	21.30%	52	16.30%	48	17.00%	34	13.30%
<b>Total</b>	<b>2,014</b>	<b>100.00%</b>	<b>543</b>	<b>100.00%</b>	<b>237</b>	<b>100.00%</b>	<b>380</b>	<b>100.00%</b>	<b>320</b>	<b>100.00%</b>	<b>281</b>	<b>100.00%</b>	<b>255</b>	<b>100.00%</b>

Source: Jupiter/NPD Customer Survey (12/01), n = 2,014 (US Only)